

OUR VISION

To be the Premier Educator for Service Excellence

OUR MISSION

To inspire Passion for Service and Contribution to Society through Excellence in Continuous Education

OUR VALUES

Responsibility, Integrity, Passion and Excellence (RIPE)

OUR CULTURE

An Open and Conducive Learning Environment, With Mutual Respect and Professionalism to Build A High Performance Organization



CSM ACADEMY
INTERNATIONAL

COURSE MODULES & SYNOPSIS

FOOD & BEVERAGE SERVICES

This module seeks to equip the students to recognize the various types of Food and Beverage products available and its various service styles available in the hospitality industry. Student will gain the basic theoretical and practical experience in our training centre.

CUSTOMER SERVICES

In this module, students will learn the basic skills and knowledge required to manage customer service quality in the workplace within the hospitality context. It focuses on the need to develop pro-active approaches to service quality issues with some strategic focus.

HOUSEKEEPING OPERATIONS

This unit deals with the skills and knowledge required to provide a range of general housekeeping services to guests. It also deals with basic skills and knowledge required by housekeeping attendants to prepare rooms for guests in a commercial accommodation establishment. It also deals with the skills and knowledge required to work in an on-premises laundry in a commercial accommodation establishment. It deals with the skills and knowledge required to provide specialist valet/butler services in a commercial accommodation establishment.

HOW TO APPLY (FOR LOCAL AND INTERNATIONAL STUDENTS)

01

Please contact us on how to guide you for the online application via **MyCSM Portal**.

International Students need to fill up **ICA Form 16** and **ICA Form v36** for student pass and contact us for the online application via **MyCSM Portal**.

02

LOCAL STUDENTS

The following documents are to be submitted:

- NRIC
- A Digital Passport-size Photo
- NITEC Certificate
- Application fee of \$53.50 (Incl. GST)

INTERNATIONAL STUDENTS

The following documents are to be submitted:

- Copy of Passport
- Copy of Birth Certificate
- Digital Passport-size Photo
- Certified true copies of Education transcripts and completion certificates
- Proof of English proficiency; either IELTS/TOEFL score sheet or a letter from your latest institution certifying that the medium of instruction was conducted in English or equivalent.

03

Note: All documents must be certified true copies of the original documents. If documents are not in English, official translations must be included.

Please ensure that your application forms and documents reach us at least 2 months before course commencement. After your documents are ready, you can go to the link below to apply: <https://portal.csmacademy.org>



CERTIFICATE
HOSPITALITY

**BEHIND
EVERY HAPPY GUEST**

IS AN EXPERIENCE WORTH REMEMBERING



Cert No. : EDU-2-2105
Validity: 31-08-2021 to 30-08-2025

ERF Registration No. 200505735M
ERF Validity: 20/05/2022 - 19/5/2026

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www.csmacademy.edu.sg

CERTIFICATE IN HOSPITALITY SERVICES



INTRODUCTION

The current globalization enhanced by rapid advancements in Technologies - enabling easier reach of overseas destinations with lower price - results in the overall increase of The Diploma in Tourism and Hospitality Management program was developed based on the result of an informal market survey undertaken by the CSM Academy International to provide local and international students with the necessary academic knowledge of subjects in Tourism and Hospitality Management so that they are able to embark on a career in Tourism and Hospitality Industry.

Successful completion of the Diploma in Tourism and Hospitality Management leads to an Advanced Diploma in Tourism and Hospitality Management to further acquire the knowledge and skills for specific roles in Tourism and Hospitality.

ABOUT CSM ACADEMY

CSM Academy was established since 2005 as a Private Education Institute to deliver Service Management programmes with a major focus on healthcare services education. It delivers multi-level courses ranging from Certification and Diplomas to Bachelor's and Master's Degrees. Other than healthcare, CSM Academy also provides educational courses across a wide range of other disciplines including biomedical research, digital media, and hospitality & tourism.

CSM Academy emphasises skills competency, applied workplace knowledge and service excellence, developing several of their own intellectual property programmes in Aged Care, Therapy Services and Biomedical Science, all designed to help students make a positive impact in the lives of someone else.

CSM Academy is equipped with laboratory facilities and an elder care home to facilitate holistic curriculum for our healthcare students. Our Biomedical Laboratory is well-equipped to prepare students with the necessary skills to plan and perform their research projects and be aware of good laboratory practice and health and safety.

CSM believes Life Skills is essential to meet the challenges of everyday life. To cope with the increasing pace and change of modern life, we offer healthcare courses which provides the necessary skills education not just workplace but home life.

WHY CHOOSE HOSPITALITY SERVICES

1 A CAREER WITHOUT LIMITS

The hospitality industry is one of the most expansive and diverse, which means you'll never be limited in your job search. Whether you want to go down the hotel management career path, want to run an exotic, remote resort or fancy managing a casino, the choice is yours.

2 SEE THE WORLD

Working in a boutique hotel in a big city or managing a restaurant on an exotic beach? This program can take you there. Within the next decade, international tourist numbers will reach 1.8 billion. Therefore, hospitality professionals are needed across the globe.

3 BE PART OF AN EVOLVING INDUSTRY

Hospitality is one of the world's fastest-growing industries. It will create over 80 million new jobs over the next ten years, meaning it is not only evolving, but also incredibly secure. Additionally, by 2026, one in nine jobs will be in the travel and tourism sector.

COURSE DURATION

Full time: 3 months

Part time: 4 months

DELIVERY MODE

The course is delivered face-to-face in classroom mode.

COURSE COMMENCEMENT

January, April, July, October

- A minimum number of 15 students for the commencement of the class.
- Students will be informed 2 weeks before the commencement of the class.

ASSESSMENT METHODOLOGY

Assignments, assessment tasks and examinations

Note:

- In case of failure of a module, student is allowed to take up to 1 supplementary assessment with payment of the appropriate fee.
- Modules are independent of each other.

GRADUATION REQUIREMENTS AND AWARDS

To graduate, a student must pass all the modules and examinations by CSM Academy International.

CAREER OPPORTUNITY

Employment opportunities include variety of posts in a range of hotels, resorts, tour agencies and eco-tourism sites.

COURSE DEVELOPER AND AWARDDING BODY

CSM Academy International, Singapore



ENTRY REQUIREMENT

For Diploma:

- Obtained at least a C6 at GCE N levels in any subjects or equivalent. NITEC in any disciplines.

English requirement:

- At least a C6 at GCE N level or Academic IELTS 4.5 or equivalent.

FEES

Application Fee (Non-Refundable and non-transferrable):

For local students: S\$50.00 (before GST)*
(*Refer to Singaporean/PRs/Employment Pass/ Dependent Pass holder)

For international students: S\$600 (before GST)

Course Fee:

For local students: S\$4,500 (before GST)

For international students: S\$6,000 before GST)

Insurance Fees:

Fee Protection Scheme**: Subject to prevailing market rate

Medical Insurance Fee***: Subject to prevailing market rate

**The Fee Protection Scheme (FPS) serves to protect students' paid fees.

***It is compulsory for all local and international students to purchase medical insurance which is valid throughout their course of studies with the CSM Academy International. Local Students (Singapore, PRs & Non-student's Pass holders) may opt-out for this scheme if they can provide the proof of adequate medical insurance coverage in Singapore.

Miscellaneous Fees:

Please ask for a copy from our Programme Executives.